



Basic Electrical Electronics Equipment Servicing Level-I

Learning Guide#`15

Unit of Competence: -	Demonstrating Work Values
Module Title:-	Demonstrating Work Values
LG Code:	EEL BEE1 M05 LO1-LG15
TTLM Code:	EEL BEE1TTLM 0919v1

LO 1: Define the purpose of work

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Instruction Sheet

Learning Guide #01

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Defining clearly the purpose of work
- identifying and reflecting purpose of work
- Harmonizing personal mission with company's value

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Define clearly the purpose of work
- identify and reflect purpose of work
- Harmonize personal mission with company's value

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”. “Self-check 1, Self-check t 2, and Self-check 3” ,--
-” **in page 5, 8, and 13**respectively.

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Information Sheet-1	1. Defining clearly the purpose of work
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1.1. Introduction:

Work is a concept that has several definitions. Brief and Nord (1990) maintain that the only element that reconciles its multiple meanings is a purposeful activity. Generally, work is defined as an expenditure of energy through a set of coordinated activities intended to produce something useful (Firth, 1948; Fryer and Payne, 1984; Shepherdson, 1984). It can be pleasant or unpleasant, and it can be associated (or not associated) with economic exchanges. According to the interviews conducted by Fryer and Payne (1984), work is a useful activity, determined by a definite purpose beyond the pleasure engendered by its performance.

1.2. Purpose/function/ of work

- **What is work?**

A job or activity that you do regularly especially in order to earn money. The place where you do your job. The things that you do especially as part of your job.

Activity in which one exerts strength or faculties to do or perform something:

- sustained physical or mental effort to overcome obstacles and achieve an objective or result
- The labor, task, or duty that is one's accustomed means of livelihood

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c. A specific task, duty, function, or assignment often being a part or phase of some larger activity

- **What is the purpose of Work?**

The purpose of work is:

- To lead one's own life
- To engage in work
- To contribute one's responsibility for his/her family, society and the people of the country at large

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Self-Check -1	Defining clearly the purpose of work
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Directions: Say true or false (4 points)

1. The purpose of work is to lead one's own life
2. Work is A job or activity that you do regularly especially in order to earn money
3. The purpose of work is to engage in work
4. Work is an expenditure of energy through a set of coordinated activities intended to produce something useful

Note: Satisfactory rating – 2 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Score = _____
Rating: _____

Name: _____

Date: _____

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Information Sheet-2	Identifying and reflecting purpose of work
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2.1. The purpose of work

- Work is the ultimate personal development work shop where you get paid to attend.
- To keep your job you need to deal with difficult UN pleasant & sometimes boring tasks under trying time, lines & situations.
- Just think about it at work your effectiveness & success depends on you finding creative ways to deal with people, situations & politics that if you had a choice in your regular life you would avoid at all costs.

2.2. The purpose provides meaning & direction to our lives

- It provides the popular to overcome pain , suffering & difficulties
- It is the key that un lock our potential
- It allows us to discover our power & act heroically.
- It fills our lives with excitements, joy & happiness.

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- It challenges to do what we never dared to invites us to do what we formally believed to be impossible.

2.3. Tips on identifying your purpose

- Remember to drill down to clarity, identify & intensify your purpose.
- Seek not look for something what is interesting, but what is important not what fascinates you but what electrifies you.
- Don't be afraid to have big dreams

1.3. Understanding the purpose of work and individual development

Understanding purpose of work activities in any work operation is very important to do what is intended in the enterprise. For this purpose:-

Workplace Procedure is a set of written instructions that identifies the health and safety issues that may arise from the jobs and tasks that make up a system of work.

A safe working procedure should be written when:

- designing a new job or task
- changing a job or task
- introducing new equipment
- Reviewing a procedure when problems have been identified, example from an accident or incident investigation.

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In understanding work purpose the workers engaged in the enterprise parallel with operating activities they can develop their own personal knowledge, develop skill and attitude.

Self-Check -2	Identifying and reflecting purpose of work
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Directions: Say true or false (4 points)

1. A safe working procedure should be written when designing a new job or task
2. Work is the ultimate personal development work shop where you get paid to attend.
3. A safe working procedure should be written when changing a job or task
4. A safe working procedure should be written when introducing new equipment

Note: Satisfactory rating - 2 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

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Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet-3

Harmonizing personal mission with company's value

3.1. Introduction

A value is a type of belief, centrally located in one's total belief system in enterprises too. In any enterprise an individual's has their own mission this mission should be to accomplish the sustain value of enterprise he engaged in. Therefore in the definitions of company's values, the idea of an attitude towards or orientation with regard to work constitutes a central element most definitions of work values agree with the notion that work values are specific goals that the individual considers important and attempts to attain in the work context.

Modes of conduct or end states, with respect to one's work activity harmonized with company's value, work values can be defined as a person's attitudes to work in

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general rather than his feeling about a specific job during implementation. Developing a mission and values is the foundation for long term success, as demonstrated, if a vision and mission is recognized by all stakeholders and affects every hiring, strategic decision and communication; its effect can be magic.

3.2. A personal mission statement

A personal mission statement is developed in much the same way that an organizational mission statement is created. A personal mission statement is a brief description of what an individual wants to focus on, wants to accomplish and wants to become. It is a way to focus energy, actions, behaviors and decisions towards the things that are most important to the individual.

The sole purpose of a mission statement is to serve as your company's goal/agenda; it outlines clearly what the goal of the company is.^[4] Some generic examples of mission statements would be, "To provide the best service possible within the banking sector for our customers." or "To provide the best experience for all of our customers." The reason why businesses make use of mission statements is to make it clear what they look to achieve as an organization, not only to themselves and their employees but to the customers and other people who are a part of the business, such as shareholders. As a company evolves, so will their mission statement, this is to make sure that the company

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remains on track and to ensure that the mission statement does not lose its touch and become boring or stale.

A personal mission statement communicates the organization's reason for being, and how it aims to serve its key stakeholders. Customers, employees, and investors are the stakeholders most often emphasized, but other stakeholders like government or communities (i.e., in the form of social or environmental impact) can also be discussed. Mission statements are often longer than vision statements. Sometimes mission statements also include a summation of the firm's values. Values are the beliefs of an individual or group, and in this case the organization, in which they are emotionally invested.

The Starbucks mission statement describes six guiding principles that, as you can see, also communicate the organization's values:

- Provide a great work environment and treat each other with respect and dignity.
- Embrace diversity as an essential component in the way we do business.
- Apply the highest standards of excellence to the purchasing,.
- Develop enthusiastically satisfied customers all of the time.
- Contribute positively to our communities and our environment.
- Recognize that profitability is essential to our future success

3.3. Occupational health and safety and its principles

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Occupational health and safety is an extensive multidisciplinary field, invariably touching on issues related to among other things. Some of the principles of occupational health and safety are listed as follows:-

- All workers have rights
- Work should take place in a safe and healthy working environment
- Conditions of work should be consistent with workers well-being and human dignity
- Work should offer real possibilities for personal achievement, self-fulfillment and services to society
- Occupational health and safety policy must be established
- There is need for consultation with the social patterns and other stakeholders
- Prevention and protection must be the aim of OHS programs and policies
- Information is vital for the development and implementation of effective programs and policies
- Health promotion is central element of OH practices
- OH services covering all workers should be established
- Compensation, rehabilitation and curative services must be made available to workers who suffer occupational injuries, accidents and work related diseases.
- Education and training are vital component of safe, healthy working environment

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Self-Check -3**Harmonizing personal mission with company's value****Directions: Say true or false (5 points)**

1. The sole purpose of a mission statement is to serve as your company's goal/agenda.
2. A personal mission statement communicates the organization's reason for being, and how it aims to serve its key stakeholders.
3. Some of the principles of occupational health and safety are Occupational health and safety policy must be established
4. Some of the principles of occupational health and safety are there is need for consultation with the social patterns and other stakeholders
5. Some of the principles of occupational health and safety are Prevention and protection must be the aim of OHS programs and policies

Note: Satisfactory rating - 3 points**Unsatisfactory - below 3 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____

Basic Electrical Electronics Equipment Servicing Level-I Learning Guide#`16

Unit of Competence: -	Demonstrating Work Values
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TTLM Code:	EEL BEE1TTLM 0919v1

LO 2: Apply work values/ethics

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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Company ethical standards, policies and guidelines.
- Classifying and reaffirming work values/ethics/concepts
- Undertaking Work practices
- Conducting personal behavior and relationships with co- worker/clients
- Company resources

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Company ethical standards, policies and guidelines.
- Classify and reaffirming work values/ethics/concepts
- Undertake Work practices
- Conduct personal behavior and relationships with co- worker/clients
- Company resources

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”. “Self-check 1, Self-check 2, Self-check 3, Self-check 4 and Self-check 5” ,---” **in page 23, 27, 32 ,35 and 41** respectively.

1.1. Introduction

Ethics is a branch of philosophy that addresses the questions of morality through a set of behavioural guidelines. A workplace being the source of bread and butter for many, also satisfies the self-actualization needs. It provides a reason as a standard of living. Hence, by that virtue, ethics, which sustain morality and help evolution, have to be followed at a workplace.

Honesty, loyalty, commitment and rights go in building a conducive work culture in a workplace. Although personal ethics differ, they matter in making of the ethical standards of the organization. Because of the difference, every employee's needs to be put on one single ethical platform

- Keeping certain information confidential
- Maintaining cordial information with the clients and agencies that a company has
- Being prepared to take a new task

1.2. Work ethical standards

Work ethical standards need to be clearly stated and be communicated to all concerned in a very clear and unambiguous way.

- ✓ It is not enough to have ethical standards listed on a well-defined document. How to effectively implement an ethics program at a place of work needs careful attention.

✓ Once an organization has written out an ethics policy, it is recommended that it shall follow the following steps.

✓ Realize That an Ethical Standard Has Been Violated The first step in solving an ethical problem at the workplace is to realize that an ethical standard has been violated. This means that executives and managers must be constantly aware of what is going on within the organization and cannot ignore a violation in company policy regardless of who committed it.

✓ Identify All the People Affected by the Ethical Violation

The second step is to identify all of those who have been affected by the ethical violation. It is important to name each one involved in the policy infringement regardless of their status in the organization. When everyone has been located, the ethics enforcement team can proceed to the third step.

✓ Gather All Pertinent Information Concerning the Ethical Problem

The third step is to interview each participant to gather relevant information regarding the ethical violation. Obtaining all the related information is only possible when everyone cooperates. Getting each member to cooperate with the investigation can be a daunting task because violators may not want to admit the truth and their friends may not want to blow the whistle. Still, the incident cannot be resolved properly without all the pertinent data.

✓ Analyze All the Information Fairly According to the Company's Ethical Standards

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Once the pertinent information has been listed out, the fourth step is to analyze the data. This is to be carried out in a manner that is consistent with the company's ethics program.

✓ **Make a Decision that is Consistent with the Organization's Ethics Policies**

The fifth step is to make a decision that goes along with the preset ethic standards and policies. Many organizations go through the motions to write out rules and regulations based on supposed core values, but that few follow through with them.

✓ **Implement the Decision to Solve the Ethical Problem**

✓ **Discuss the Lessons Learned in Order to Improve the Ethics Program**

✓ **The seventh and final step in solving an ethical problem is to discuss the lessons learned from the ordeal. The most profitable result of a policy violation is to use it to improve the ethics program and make the organization stronger.**

1.3. Work ethical policies

According to the International Trade Association, business ethics is simply “responsible business conduct.” Ethics policies and procedures provide a step by step “how-to” for conducting business responsibly, or ethically. Policies encourage the “choices and actions of employees and agents that foster and meet the reasonable expectations of enterprise stakeholders.” Procedures show officers and employees what to do and what to avoid doing so that choices and actions are responsible and right, as opposed to immoral and wrong.

Identify the Organization's Values

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Management Help, org suggests starting the development of ethics policies and procedures by identifying what the organization stands for, i.e., its core values. State each value in simple language. Values such as respect for customers and environmental responsibility are both examples of simply stated organizational values.

1.4. Work ethical Guidelines:

Fundamental values in the work and for the profession are human rights and humanity. The work shall contribute to creating a good and dignified life for all citizens and to developing the welfare of the society.

1. Profession and Personality

Professional workers shall

- In their work and way of life respect each individual's equal and high worth
- Show particular responsibility towards persons and groups in a vulnerable position
- Use their professional position with responsibility and be conscious of the limitations of their own competence
- Maintain and develop their social work skills and strive towards ethical consciousness and personal development.

2. The client/citizen

Professional workers shall

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- show an equalitarian attitude to other citizens and treat clients with respect, empathic attention and amiability
- respect the client's personal integrity and safeguard the individual's right to self - determination in so far as the same right for others' is not infringed upon and there is no risk of damage to the client. Measures shall as far as possible be based on participation and mutual understanding
- inform the client as to rights and duties, i.e. clarify the conditions and resources that exist within the current activity and other authorities involved
- make sure that the demands placed on clients have a reasonable foundation and are capable of contributing to an improvement of their situation
- never use the position of dependency of the client in different situations to own advantage
- Maintain client confidentiality and make sure that information concerning the client is handled in conformance with the law and generally with great prudence.

3. The Organization, Colleagues and the Workplace

Professional workers shall

- Be aware of and show loyalty to the organization's basic task
- show loyalty and respect towards colleagues and other members of staff as well as towards members of the board

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- Challenge and work against offensive or discriminatory attitudes and actions within the organization or in the behavior of colleagues or clients, aware that this may be in conflict with other loyalty demands
- contribute towards the upholding of high standards of quality in the work so that the profession can develop in step with citizens' needs and with changing conditions in the Society
- Help to make the workplace a constructive and responsive social environment.

4. Society

Professional workers shall

- Be open to cooperation with other organizations and other professions, under the condition that this is of value to clients and other citizens
- Strive to build up confidence in social work and in their own professional competence, as well as being open to demands for accountability and critical appraisal of the way the work is performed
- As a professional and as a citizen stand for a democratic social ideal comprising human rights, humanity and solidarity.

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Self-Check -1

Company ethical standards, polices and guidelines.

Directions: Say true or false (5 points)

1. Fundamental values in the work and for the profession are human rights and humanity.
2. Professional workers shall be aware of and show loyalty to the organization's basic task
3. Fundamental values in the work and for the profession are human rights and humanity.
4. Professional workers shall help to make the workplace a constructive and responsive social environment.
5. Every employees needs to be put on one single ethical platform Being prepared to take a new task

Note: Satisfactory rating - 3 points**Unsatisfactory - below 3 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet-2	Classifying and reaffirming work values/ethics/concepts
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2.1. Work Value Concepts

A value is a principal or standard that is held in high esteem by an individual and is related to all aspects of one's personal and work life. You may have values around family, work, spiritual, leisure, personal, etc. In this exercise you will focus on your work values. As you rank each value, think about how important the value is to you in a work setting. As you consider your work related values, keep in mind that there are no right or wrong work values; rather it is a process of identifying what matters most to you rather than someone else.

Often include such traditional virtues as trust, loyalty and commitment, honesty and respect for one another, and avoiding conflicts of interest. Values may also include newer elements such as innovation, teamwork, customer focus and continuous improvement.

The generalized categories of work values are shown below:

1. Intrinsic or Self Actualization Values - directly express openness to change values- the pursuit of autonomy, interest, growth, and creativity in work.

2. Extrinsic or Security or Material Values - express conservation values; job security and income provide workers with the requirements needed for general security and maintenance of order in their lives.

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3. Social or Relational Values - express the pursuit of self-transcendence values; work is seen as a vehicle for positive social relations and contribution to society. Values include being helpful, responsible, affiliation to friends and the community, social justice, and environmental protection. This is demonstrated by values that are near each other or on opposite sides of the diagram shown below.

2.2. Work Ethics

Work ethics are a set of standards and rules that are required by an individual for satisfactory work performance. The word ethics deals with moral issues and with right and wrong behavior in a workplace. By setting work ethics, the workers will know the proper working attitude the company expects from each one of them.

2.2.1. Types of Work Ethics:

A. Personal

Ethical Traits of Personal Work Ethics:

These are the personal qualities normally included in classic descriptions of ethical consciousness and integrity. Examples of such ethical qualities in social work are:

- Integrity
- Critical self-insight
- Responsibility

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- Courage/moral courage
- A sense of justice
- Balanced judgment
- Tolerance/broad-mindedness
- Empathy/sensitivity
- A basic attitude of respect, friendliness and equality in relation to others

B. Specific to a Work Station

Examples of Work Ethics Specific to a Work Station:

Keeping certain information confidential

Maintaining cordial information with the clients and agencies that a company has

Being prepared to take a new

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Directions: Fill in the blank with term referred by each of the following.(6 points)

1. _____ directly express openness to change values-the pursuit of autonomy, interest, growth, and creativity in work.
2. _____express conservation values; job security and income provide workers with the requirements needed for general security and maintenance of order in their lives.
3. _____express the pursuit of self-transcendence values; work is seen as a vehicle for positive social relations and contribution to society. Values include being helpful,

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____

3.1 Guide lines for undertaking work practice

Guide lines are the instruments which direct the workers what they do, how they do and when they do all the activities of the enterprise and indicate what they don't do in the enterprise during work operation within the enterprise. Due to this the enterprise should prepare the enterprise guide lines according to the condition of the enterprise. Therefore, the workers will be instructed by these guide lines so, they should take the guide lines and as it is, if it is necessary it will be amended based on the feed backs of different reports from the workers.

❖ Concept of Work practices

- Quality of work
- punctuality
- efficiency
- effectiveness
- productivity
- resourcefulness
- innovativeness
- cost consciousness
- attention to detail

Quality of Work

Quality of work is a variable, high quality is remanufactured, low quality is repaired, how to improve quality of work? Every kind of work required proper input by talented people in related to that work,

1. Self-motivated
2. Friendly environment
3. Upgrade myself in training course
4. Proper planning

Punctuality: - It is the characteristics of being able to complete a required task or fulfill obligations before or at a time. Acting or arriving exactly at the time appointed.

Efficiency: - In general describes the extent to which time or effort is well used for the intended task or purpose. To economists, it is a relationship between ends and means, when we call a situation in efficient. It is a new way of time management, organizing, optimizing and creating more productivity in your life. Efficiency is doing thing right but effectiveness is doing the right thing.

Effectiveness: - Effectiveness means the ability of producing an effect and is most frequently used in connection with the degree to which something is capable of producing a specific desired effort. The degrees to which objectives are achieved and the extent to which targeted problems are solved.

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Innovativeness: - The quality of being novel, freshness, new fangledness, novelty, originality, the signers principle at the heart of creativity is risk and value, key learning elements and understanding the skill and imagination to create new things.

Productivity: - It is a measure of output from a production process, per unit of the input.

For example labor productivity is typically measured a ratio of output per labor hour and input.

Kaizen: - means **kai**-change and **Zen**-good or for better, so kaizen is change for better and continuous improvement.

5s:- It is a systematized approach to organize work areas keeps rules and standards, it is good housekeeping and workplace.

Results of 5s:- improve profitability, efficiency /effectively, service and safety

1. **Sort (arranging):-** taking out of disposing unnecessary items.
2. **Systematize:** - organization of necessary items in a good order and easily access.
3. **Sweep (clean):-** Cleaning of the workshop and ordered items.
4. **Standardize:-** maintaining the workplace in a high standard of housekeeping;
5. **Self-discipline (sustain):-** Doing things spontaneously without being told.

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Cost-consciousness:- observe cost saving habits, assess needs and resources, requests for the right king (quality) of materials, avoid wastefulness ,shows resourcefulness at all times

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Directions: Fill in the blank with term referred by each of the following. (4 points)

_____ is the characteristics of being able to complete a required task or fulfill obligations before or at a time.

1. _____ is a measure of output from a production process, per unit of the input.
2. _____ is change for better and continuous improvement.
3. _____ is a systematized approach to organize work areas keeps rules and Standards,

Note: Satisfactory rating - 2 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____

Conducting personal behavior and relationships with co-workers

Each person is different, with their own personal behavior, values and beliefs shaped by a number of factors that include culture, religion, nature, and personal experiences.

- Values relate to our personal principles, morals, and ideals that is, what we consider to be important.
- Attitudes relate to a person's views, which may be evidenced in the way they behave.
- Beliefs relate to those things in which an individual has faith 'religious beliefs for example which may not necessarily be founded on fact.

Dignity' is a difficult concept to define and has a strong association with respect.

'Privacy' has been defined as 'freedom from intrusion' and 'dignity' as 'being worthy of respect' (DH, 2003). Within this module, four types of dignity were identified as follows.

- Merit—this relates to dignity or social status that is ascribed to people because of their role or position in society, or because of what they have achieved.

- Moral status—this is emphasized by the person’s moral autonomy or integrity. If an older person is able to live according to their own moral principles, then that person will experience a sense of dignity.
- Personal identity—this was found to be the most relevant in the context of older people: ‘It relates to self-respect, and reflects an individual’s identity as a person. This can be violated by physical interference as well as by emotional or psychological insults such as humiliation’.

By understanding these above mentioned differences among the co-workers and clients we can minimize the differences by creating tolerance.

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**Self-Check -4**

Conducting personal behavior and relationships with co- worker/clients

Directions: Say true or false (3 points)

1. Attitudes relate to a person's views, which may be evidenced in the way they behave.
2. Beliefs not relate to those things in which an individual has faith 'religious beliefs
3. Values relate to our personal principles, morals, and ideals

Note: Satisfactory rating - 2 points**Unsatisfactory - below 2 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-5

Using Company resources

4.1. Introduction

Resources are materials or other assets that are transformed to produce benefits and in the process may be consumed or made available from human perspectives. A resources is may physical or virtual entity of limited availability that need to be consumed to obtain a benefit from it and available source of wealth, a new or reserve supply that can be drawn upon when needed.

Therefore, these resources need to be used properly so the users of these resources must be guided by the guide lines or instructions of the enterprise. If the workers are not familiar with the enterprise guide lines or if they do not know the instruction that lead them the resources may be damaged due to this misuse. So to limit this problem the supervisors and the workers should follow the enterprise guide lines properly.

4.1. Company resources:

There are so many company resources, such as consumable. Materials equipment's and machines, human, time and financial resources.

Resources are materials or other assets that are transformed to produce benefits and in the process may be consumed or made available from human perspectives. A resources is may physical or virtual entity of limited availability that need to be consumed to obtain a benefit from it and available source of wealth, a new or reserve supply that can be drawn upon when needed. Therefore, these resources need to be used properly so the users of these resources must be guided by the guide lines or instructions of the enterprise. If the workers



are not familiar with the enterprise guide lines or if they do not know the instruction that lead them the resources may be damaged due to this misuse. So to limit this problem the supervisors and the workers should follow the enterprise guide lines properly.

The following are the most common of ethical values considered in organizations.

- **Respect** of personal rights and interests of Employees, clients' demands and terms of cooperation, set by our business partners and by the society.
- **Impartiality**, meaning labour compensation in proportion to the results achieved and equal rights for professional growth.
- **Honesty** in relations and in provision of all information required for our work.
- **Efficiency** as sustainable achievement of maximum possible results in everything we do.
- **Courage** for resisting the unacceptable and taking on responsibility for the consequences of own decisions.
- **Care** to protect people from any harm or threat to their lives and health and to safeguard the environment.
- **Trust** in employees that allow us to delegate powers and responsibility for decisions and ways of their implementation.
- **Protect and Preserve** the organizations assets, prosperity and utilize them to the best advantage of the organization.

Expectations from a Professional Worker in organization are;

1. Communication Skills and Information Sharing
2. Good Work Practice
3. Advocacy
4. Working with other professionals



5. Knowledge

6. Values

1. Communication Skills and Information Sharing

Professional Workers must:

- ✓ Explain their role and the purpose of contact, e.g. assessment in a way that can be understood by all involved
- ✓ Inform clients about what steps they are going to take
- ✓ Give information to clients about their rights and entitlements
- ✓ Be open and honest about what they can and cannot do
- ✓ Be honest if they cannot offer the resources needed
- ✓ Inform clients about what is available, beyond the brief of their organization
- ✓ Listen actively to what clients have to say
- ✓ Talk to those requiring and using services with due respect for their age, ethnicity, culture, understanding and needs

2. Good Work Practice

Professional Workers must:

- ✓ Be good at time keeping
- ✓ Be good at starting, continuing and closing relationships
- ✓ Respect confidentiality, and explain when there is a need to share information with others
- ✓ Recognize the expertise of clients about their own situation and have regard for their wishes
- ✓ Give clients sufficient time to work with them properly



- ✓ Ensure that contract is maintained

- ✓ Assess needs properly:

- making sure that all options are explored properly before deciding on a plan

- looking for options when the services needed are not available

3. Advocacy

Professional Workers must:

Be able to:

- ✓ challenge their own organizations on behalf of clients
- ✓ challenge injustice and lack of access to services
- ✓ challenge poor practice
- ✓ advise clients about independent advocacy that can best meet
- ✓ their needs
- ✓ Enable clients to be empowered to represent their views
- ✓ Involve independent advocates, where appropriate

4. Working with other professionals

Professional Workers must:

- ✓ Be honest, clear and make sure all involved understand:
 - what happens to the information clients give to the worker
 - how it is kept
 - who it is shared with, and why
 - how it might be used
- ✓ Understand what information other organizations can offer and share with clients



- ✓ Work effectively with others to improve services offered to clients

5. Knowledge

Workers must:

Professional Workers must:

- ✓ Have knowledge of:
 - services relevant to client needs and circumstances (not just those offered by their organization) and how to access other relevant services
 - Benefits and direct payments of legislation

6. Values

Professional Workers must:

(a) Have respect for:

- clients regardless of their age, ethnicity, culture, level of understanding and need
- for the expertise and knowledge clients have about their own situation

(b) Empower clients in decisions affecting them

(c) Be honest about:

- the power invested in them, including legal powers
- their role and resources available to meet need

(d) Respect confidentiality, and inform users and careers when information needs to be shared with others

(e) Be able to:

- challenge discriminatory images and practices affecting users and careers



- put clients first

Self-Check -5	Using Company resources
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Directions: Fill in the blank with term referred by each of the following (5 points)

1. _____ in relations and in provision of all information required for our work.
2. _____ as sustainable achievement of maximum possible results in everything we do.
3. _____ the organizations assets, prosperity and utilize them to the best advantage of the organization
4. _____ to protect people from any harm or threat to their lives and health and to safeguard the environment.
5. _____ in employees that allow us to delegate powers and responsibility for decisions and ways of their implementation.

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



REFERENCE

1. The Victorian Charter of Human Rights and Responsibilities

Act 2006 www.equalopportunitycommission.vic.gov.au/home.asp

2. State Services Authority (Public Sector Standards Commissioner)www.ssa.vic.gov.au



Basic Electrical Electronics Equipment Servicing Level-I

Learning Guide#`17

Unit of Competence: -	Demonstrating Work Values
Module Title:-	Demonstrating Work Values
LG Code:	EEL BEE1 M05 LO3-LG17
TTLM Code:	EEL BEE1TTLM 0919v1

LO 3: Deal with ethical problems



Instruction Sheet	Learning Guide #03
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Accessing and applying company ethical standards, organizational policy and guidelines.
- Preventing and reporting of unethical conduct.
- Reporting and resolving Work incidents/situations.
- Using resolution and/or referral of ethical problems.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Access and applying company ethical standards, organizational policy and guidelines.
- Prevent and reporting of unethical conduct.
- Report and resolving Work incidents/situations.
- Use resolution and/or referral of ethical problems.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”. “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” ,---” **in page 48, 51, 54 and 56** respectively.



Information Sheet-1	Accessing and applying company ethical standards, organizational policy and guidelines
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1.1. The Ethical Problems Related to Works are;

1. Irregularity and lack of punctuality – are problems that you will encounter frequently in any work situation. Some people frequently absent themselves from work for valid and invalid reasons. Others like to come late and leave early.
2. Rude and Impolite Behavior
3. Inadequate Knowledge and Skill
4. Wastage of Resources
5. Disregard of Rules and Procedures
6. Disrespect for the job
7. Disloyalty to the Organization

The common Incidents/situations which can be seen in work place are:

- **Gambling:-** It is the wagering of money or something of material value on an event with an uncertain outcome with the primary intent of winning additional money.
- **Falsification;-** To state untruthfully, misrepresent, to make false by altering or adding to falsify testimony (to make untrue statement, lies). The act of determining the properties of some things, usually by research or calculation.



- **Pilferage:-** the act of stealing small amounts or small articles. The act or practice of stealing small quantities or articles & also the act of taking something from someone unlawfully.
- **Vandalism:-** It is a criminal act against property but when it is your property being damaged, it effects on a personal level. Vandalism is the behavior attributed originally to the vandals, by the roman's, in respect of culture, truth less destruction or spoiling of anything. Criminal damage, such as defacement directed towards any property without permission of the owner.
- **Bribery:-** A form of corruption, is an act implying money or gift given that alters the behavior of the recipients are payments or other types of compensation made in order to influence and gain profit from an individuals.
- **Black-mail: -** Refers to a situation that arises when a person threatens another person with form of punishment. A method of trying to persuade someone to do something by making them feels quality.
- **Sexual Harassment:-** It is a form of sex-discrimination, the legal definition of sexual harassment is unwell come verbal, visual or physical conduct of a sexual nature that is serve or pervasive and affects working conditions or creates a hostile work environment.
- ✓ Examples of verbal or written sexual harassment :-comments about clothing, personal behavior, or a person's body sexual or sex based jokes.
- ✓ Examples of physical sexual harassment:-blocking movement, in appropriate touching of a person or a person's cloth, kissing, and hugging.
- ✓ Examples of non-verbal sexual harassment:-Looking up and down a person's body, gestures or facial expression of a sexual nature, following a person.



- ✓ Examples of visual sexual harassment:-posters, drawings, pictures, screen savers, or emails of a sexual nature.

Company ethical standards, organization policy and guidelines:

Essential steps for ethical problem solving:-

1. Determine whether there is an ethical issue.
2. Identify the key values and principles involved.
3. Rank the values or ethical principles which is your professional judgment are must relevant to the issue (justify reasons).
4. Develop an action plan that is consistent with the ethical principles that have been determined as central to the issue.(with client)
5. Implement your plan, utilizing the most appropriate practice skills and competencies (take appropriate action).
6. Reflect on the outcome of this ethical decision making process.

**Self-Check -1**

Accessing and applying company ethical standards, organizational policy and guidelines

Directions: Say true or false correct (5 points)

1. The ethical problems not related to works are Inadequate Knowledge and Skill
2. The ethical problems related to works are wastage of Resources
3. The ethical problems related to works are disregard of Rules and Procedures
4. The ethical problems not related to works are disrespect for the job
5. The ethical problems related to works are disloyalty to the Organization

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-2

Preventing and reporting of unethical conduct.

2.1. Introduction

It is sad truth that the employees of just about every work, in every work, will occasionally encounter team members who are taking part in unethical behaviors. Such unethical behaviors include a wide variety of different activities. Among the most common unethical work behaviors of employees are making long-distance calls, let coming, non punctuality, falsifying the number of hours worked, or much more serious and illegal practices, such as embezzling money from the falsified numbers of hours etc.

- ✓ There are several techniques that allow for the management to decide on unethical activities.
 - The first step is to create a company policy, in writing, that is read and signed by each employee. This erases most feelings of ambiguity when it comes to deciding what to do after witnessing an unethical behavior.
 - The second is to give a clear outline of what is expected of the person who has discovered the unethical behavior. It should include the person who should be contacted, and how to go about doing it. With clear instructions, there will be less hesitation in reporting unethical activities, and then they can be dealt with quickly and relatively easily, before they develop into overwhelming issues.



2.2. The Unethical conduct can be reported by any members of Organization as follows:

- Employees shall report any suspected illegal or unethical conduct connected with the business of your organization. The following summarizes a sample's Reporting of Illegal or Unethical Conduct Policy:
- Any employee who observes any activity which he or she believes is illegal or unethical shall advise his or her supervisor and the appropriate controlling department.
- If a supervisor receives such a report, the supervisor must promptly advise the Internal Auditing Department, Human Resources Department, the Law Organization or the Business Integrity Office.
- The Internal Auditing Department, Human Resources Department or the Law Organization shall investigate the allegations promptly and take necessary and appropriate action.
- If requested by the employee source, the organization will treat the employee's identity and the alleged illegal or unethical conduct as strictly confidential information

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- No employee shall be discharged, disciplined, or otherwise disadvantaged in his or her career or suffer any other form of reprisal as a result of having reported in good faith suspected illegal or unethical conduct by others under this policy.
- ✓ Furthermore, the repercussions of unethical behaviors should be clearly stated. This way, both the person doing the activity, and the witness to the activity will be well aware of the way that things will be dealt with, and there won't be any risk of someone not reporting unethical behavior because they're afraid that the culprit will be unfairly treated. Communication is key in the proper management of unethical behavior in today's workplace.

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**Self-Check -2**

Preventing and reporting of unethical conduct.

Directions: Say true or false

1. The first step is to create a company policy, in writing, that is read and signed by each employee
2. The most common unethical work behaviors of employees are making long distance calls, let coming, non punctuality, falsifying the number of hours worked,
3. The most common unethical work behaviors of employees are only illegal practices, such as embezzling money from the falsified numbers of hours

Note: Satisfactory rating - 2 points**Unsatisfactory - below 2 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-3

Reporting and resolving Work incidents/situations

3.1. Introduction

Using resolution and/or referral of ethical problems identified as learning opportunities

Reporting work incidents using the following points as notice:

1. Make notes of the event that you will be reporting.
 - You will need dates, names and concise details when you lodge your complaints.
2. preparing your presentation
 - Prepare for the grievance hearing by gathering all supporting documents and evidence, lining up your witnesses and.
 - The burden of proof is on you, so make sure you are prepared.
3. Ask to speak with the appropriate personnel and explain to him/ her exactly what happened.
 - The office phone number should be located.
 - Refer to your notes and relate your experience calmly and rationally.
 - Follow up your phone call with a letter, outlining your conversation and your complaint.



- All incidents can be reported online but a telephone service remains for reporting sexual harassment, bribery, vandalism, gambling, violent/intense dispute or argument etc.
- More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the out of hours webpage.
- If you want to report less serious incidents out of normal working hours, you can always complete an online form.

4. File on the report

3.2. Resolving methods of work incident

- Discover tools to address and resolve conflicts through better communication.
- Gain a solid understanding of the theoretical basis of conflict resolution and rich hands-on experience with conflict resolution practices.
- Explore current models of conflict resolution that are applied in interpersonal, organizational, community and international situations.
- Refine your ability to mediate, facilitate, negotiate, and build consensus and collaboration.
-

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**Self-Check -3****Reporting and resolving Work incidents/situations**

Directions: Say true or false (3 points)

1. **Resolving methods of work incident** explore current models of conflict resolution that are applied in interpersonal, organizational, community and international situations.
2. **Resolving methods of work incident** refine your ability to mediate, facilitate, negotiate, and build consensus and collaboration.
3. **Resolving methods of work incident** Discover tools to address and resolve conflicts through better communication.

Note: Satisfactory rating - 2 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-4	Using resolution and/or referral of ethical problems.
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4.1. Resolution and referral of ethical problem Companies identified ethical problem

- Awareness creation: providing information on the unethical behavior or event
- Punishing in terms of money ,promotion, educational opportunity, incentive etc
- Publicizing the issue through notifying on the notice board, media, etc
- Fire out is the last measure.

✚ Public services are a public trust requiring employees to place loyalty to the construction the laws and ethical problems above private gain.

✚ Employees shall not hold financial interests those conflicts with the conscitious performance duty.

✚ Employees shall not engage in financial trance action using non public the government information.

✚ An employee shall not, except are provided by regulations.

✚ Employees shall put for the honest effort in the performance of their duties.

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**Self-Check -4**

Using resolution and/or referral of ethical problems.

Directions: Say true or false (3 points)

1. Fire out is the last measure
2. Awareness creation: providing information on the unethical behavior or event
3. Punishing in terms of money ,promotion, educational opportunity, incentive.

Note: Satisfactory rating - 2 points**Unsatisfactory – below 2 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



REFERENCE

1. The Victorian Charter of Human Rights and Responsibilities

Act 2006 www.equalopportunitycommission.vic.gov.au/home.asp

2. State Services Authority (Public Sector Standards Commissioner)www.ssa.vic.gov.au

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Basic Electrical Electronics Equipment Servicing Level-I

Learning Guide#`18

Unit of Competence: -	Demonstrating Work Values
Module Title:-	Demonstrating Work Values
LG Code:	EEL BEE1 M05 LO4-LG18
TTLM Code:	EEL BEE1TTLM 0919v1

LO 4: Maintain integrity of conduct in the workplace

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Instruction Sheet

Learning Guide #4

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Demonstrating personal work practices and values.
- Providing Instructions to co-workers.
- Sharing Company values/practices.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Demonstrating personal work practices and values.
- Providing Instructions to co-workers.
- Sharing Company values/practices..

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”. “Self-check 1, Self-check t 2, and Self-check 3” ,--
-” in **page 63, 66,and 69** respectively.



Information Sheet-1

Demonstrating personal work practices and values..

1.1. Integrity means public officials are to act honestly and be seen to be acting honestly.

Personal work practice and value instructions:-Either verbal or written.

Company code of conduct/ value:- accountable for own action and outcomes, demonstrate awareness and acceptance of the diversity by being polite and considerate foster an environment that recognizes the various needs of individuals. Continuously develop and demonstrate behavior that fosters a positive working and teaching environment.

Use clear and concise language, appropriate methods for giving directions and providing constructive feedback. Remember your body language. Treat all individuals as valuable member of the team. Participating the values and standards that have guided this company for more than 100 years. Strategic goals and priorities, excellent care for all act, the best example of company code of conduct/ value is **RESPECT.**

- **RESPECT Means:-**

R:-Responsibility

E:-Etiquette



S:- Support

P:- Professionalism

E:- Education

C:- Communication

T:- Team work

1.2. Guide lines for undertaking work practice

Guide lines are the instruments which direct the workers what they do, how they do and when they do all the activities of the enterprise and indicate what they don't do in the enterprise during work operation within the enterprise. Due to this the enterprise should prepare the enterprise guide lines according to the condition of the enterprise. Therefore, the workers will be instructed by these guide lines so, they should take the guide lines and as it is, if it is necessary it will be amended based on the feed backs of different reports from the workers.

1.3. Understanding personal behavior and relations with co-workers and/or clients

Each person is different, with their own personal behavior, values and beliefs shaped by a number of factors that include culture, religion, nature, and personal experiences.

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- Values relate to our personal principles, morals, and ideals that is, what we consider to be important.
- Attitudes relate to a person's views, which may be evidenced in the way they behave.
- Beliefs relate to those things in which an individual has faith 'religious beliefs for example which may not necessarily be founded on fact.

Dignity' is a difficult concept to define and has a strong association with respect. 'Privacy' has been defined as 'freedom from intrusion' and 'dignity' as 'being worthy of respect' (DH, 2003). Within this module, four types of dignity were identified as follows.

- Merit—this relates to dignity or social status that is ascribed to people because of their role or position in society, or because of what they have achieved.
- Moral status—this is emphasized by the person's moral autonomy or integrity. If an older person is able to live according to their own moral principles, then that person will experience a sense of dignity.
- Personal identity—this was found to be the most relevant in the context of older people: 'It relates to self-respect, and reflects an individual's identity as a person.

This can be violated by physical interference as well as by emotional or psychological insults such as humiliation'.

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By understanding these above mentioned differences among the co-workers and clients we can minimize the differences by creating tolerance.

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**Self-Check -1**

Demonstrating personal work practices and values.

Directions: Say true or false (5 points)

1. Personal work practice and value instructions:-Either verbal or written.
2. Use clear and concise language, appropriate methods for giving directions and providing constructive feedback.
3. The best example of company code of conduct/ value is respect.
4. Attitudes relate to a person's views, which may be evidenced in the way they behave
5. Guide lines are the instruments which direct the workers what they do, how they do and when they do all the activities

Note: Satisfactory rating - 3 points**Unsatisfactory - below 3 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-2	Providing Instructions to co-workers..
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2.1. To be effective, written workplace instructional information must be:

1. Clear – the handwriting must be legible and the information written in a manner that will not be confusing.
2. Concise – the message should be written in simple language using short sentences or point form. Unnecessary information and repetition should be avoided.
3. Correct – accuracy is very important when writing down information. If taking a phone message, read the details back to the caller, especially names, addresses and phone numbers. Use correct terminology where appropriate.

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4. Courteous – as with verbal communication, the style of the language chosen should be appropriate to the situation and the reader.

2.2. Spoken Messages And Verbal Communication Instructions

There are some **basic “rules”** to participate in successful spoken messages and verbal communication instructions:

- speak clearly and listen carefully to ensure information is understood
- ask questions and confirm the meaning of information to avoid misunderstandings
- maintain communication processes and follow instructions and procedures with all appropriate people, to assist flow of work activities
- use workplace approved equipment and processes to convey information

2.3. Verbal communication in the workplace can include:

- shift handovers
- loudspeaker announcements
- telephone / radio transmissions
- meetings
- informal and formal discussions

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**Self-Check -2**

Providing Instructions to co-workers.

Directions: Fill in the blank with term referred by each of the following. (4 points)

1. _____ as with verbal communication, the style of the language chosen
2. _____ Clear – the handwriting must be legible and the information written in a manner that will not be confusing.
3. _____ the message should be written in simple language using short sentences or point form. Unnecessary information and repetition should be avoided.
4. _____ accuracy is very important when writing down information. If taking a phone message, read the details back to the caller, especially names, addresses and phone numbers. Use correct terminology where appropriate..

Note: Satisfactory rating - 2 points**Unsatisfactory - below 2 points**

You can ask your teacher for the copy of the correct answers.

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet-3	Sharing Company values/practice.
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3.1. Appropriate behavior and language

In any enterprise cooperation is the basic ground for usage of appropriate behavior for sharing company values or practices. According to the following tips, this condition may apply different communication manners like;

- **Clarity and Transparency:** In order to communicate something in a proper manner, it is important that you speak out clearly so that the objectives are transparent and easily understood. Be it a warning, a rule change or a new policy introduced, everything should be conveyed clearly with all details to avoid any confusions or doubts.
- **Be Well Prepared:** Any communication in the workplace should be taken up with professionalism and you as an orator or the convener should be well prepared with all the minutes of details, facts and figures. It is important for you as a speaker to give out all the details in the best possible way, to avoid any misunderstanding or miscommunication. One missed detail can change the meaning of the entire conversation and can lead to a totally different action on part of the employees.

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- **Be Precise:** A professional communication needs to be precise and exact. You are there to convey something important with regard to the organization and the work, and you can't afford to give out a long speech that will cover up the key point. Time is another factor that has to be taken into consideration, therefore a short, precise conversation, mail or circular is what will save time.
- **Be Generic:** Communication between the management and the employees, among the employees and between the senior and subordinates should be generous in nature. There is no room for pointing out fingers at each other, as this might end up in the outburst of a conflict.
- **Be Assertive:** There is a thin line between being assertive and ordering, both of which give out a totally different picture altogether. An official communication should be assertive, without being only directive in nature. It should be conveyed in a manner that sounds essential to follow and not as an diktat.
- **Encourage Two Way Communication:** A communication should give equal opportunities for both the sides to express their views. A communication between the organization and employees should be an interactive one with exchange of questions and answers.

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**Self-Check -3**

Sharing Company values/practice

Directions: Say true or false (3 points)

1. A professional communication needs to be precise and exact
2. An official communication should be assertive, without being only directive in nature.
3. A communication should give equal opportunities for both the sides to express their views.

Note: Satisfactory rating -2 points**Unsatisfactory - below 2 points**

You can ask your teacher for the copy of the correct answers

Score = _____

Rating: _____

Name: _____

Date: _____



REFERENCE

1. The Victorian Charter of Human Rights and Responsibilities

Act 2006 www.equalopportunitycommission.vic.gov.au/home.asp

2. State Services Authority (Public Sector Standards Commissioner) www.ssa.vic.gov.au

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No	Name of trainer	Qualification	Region	E-mail